

We understand that completing transactions online and providing personal information involves a great deal of trust on your part; we take this trust very seriously. This Privacy Policy describes the ways in which **RESQ PTY LTD** (ABN 24138852525) (t/a **Res-Q IT Services, Rescue Backup, Leading Domains, Leading IT**) (“we” or “us”), will collect, use, disclose and keep secure the data you provide to us via telephone, email or mail or through these websites:

- res-q.com.au,
- leadingdomains.com.au,
- rescuebackup.com.au,
- leadingIT.com.au

(“our websites”).

Information we collect

When you complete an online application form through our website or register an account with us by email, mail or over the telephone, we ask you to provide personally identifiable billing information. You may be asked to fill out and submit an application form, or provide this information over the telephone. This information includes your name, telephone number, email address, and your credit card number, expiration date, card security code, and billing address. We may also collect information about how you use our services as this assists us with billing and helps us to develop our services to meet your needs.

How we use your information

We use your information to:

- provide our services to you, including processing your order or application;
- administer and manage those services, including charging, billing, credit checking and debt collecting;
- deal with your inquiries, complaints or requests;
- notify you of your identification and log-on information to enable you to access and use our services;
- notify you of information relating to our services including price or service variations, or the suspension or disconnection of access to our services;
- send you our newsletter, other marketing information and to market our services generally; and
- for internal research, planning, accounting, security and testing purposes.

The information is only used by Res-Q IT Services staff located in Australia for the sole purpose of providing our business services.

Disclosure of your information

We may also disclose any of your information:

- if required to do so by law;

- to our service providers for any purpose relating to providing our services to you, such as credit card processing, on the basis that they do not use or disclose your information for any other purpose, unless required to do so by law;
- to our contractors, whose privacy policies are similar to ours, if necessary to provide our services to you;
- if necessary to enforce a contract with you, or resolve a dispute with or complaint from you.

Security of your Personal Information

We have processes in place to ensure the security of your personal information, including encryption of all data when transferred to our service providers and limitations on access to personal information within our organisation.

Cookies

Cookies are small pieces of information stored on your computer tied to information about you. We use both session ID (or temporary) cookies, which terminate when you close your browser, and persistent cookies, which are stored on your hard drive. Cookies allow you to login without having to type your login name each time, allowing you to simply provide your password to access the system. Cookies also enable us to track and monitor the use of some features of our website and maintain security. Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. If you choose to reject cookies, you may still use our website; however, your access to some areas of our website will be limited.

Accessing your information

You can request access to, and update, the personally identifiable information we have collected about you by contacting us.

Privacy Statement Changes

If we change our privacy practices, we will modify this Privacy Policy, and its effective date accordingly, so that you will always know what information we gather, how we might use it, and to whom we may disclose it. We also will notify you of any material change to this Privacy Policy by placing a prominent notice on our website. We encourage you to review this Policy periodically to be informed of how we are protecting your information.

This Privacy Policy is effective as of 01/01/2017